

MEMORANDUM

December 8, 2008

TO: Art Holmes, Director, Department of Transportation (DOT)
ROM: Chris Cihlar, CountyStat Manager
SUBJECT: **DOT Performance Plan**

The following items were identified for follow up during 11/21/2008 CountyStat meeting

1. Finalize and publish DOT's Performance Plan.
Responsible party: DOT
Other parties involved: CountyStat
Deadline: End of 2008 Calendar Year
2. Develop and finalize measures for tracking customer satisfaction with Transit and Parking Management Divisions.
Responsible party: DOT
Other parties involved: CountyStat
Deadline: January 23, 2009; Data collection to be implemented in FY09
3. Develop an outcome measure that represents the results and effectiveness of traffic studies and the impact of DOT's implemented remedies.
Responsible party: DOT
Other parties involved: CountyStat
Deadline: January 23, 2009
4. Develop and report timeline for when data for DOT headline measures that are under construction will be collected and the interval in which it will be reported.
Responsible party: DOT
Other parties involved: CountyStat
Deadline: January 23, 2009
5. Align headline measures with critical DOT functions to ensure that each division's responsibilities are adequately represented.
Responsible party: DOT
Other parties involved: CountyStat
Deadline: January 23, 2009
6. Develop an outcome based headline measure that represents the results and effectiveness of the County's Advanced Transportation Management System (ATMS)
Responsible party: DOT
Other parties involved: CountyStat
Deadline: May 1, 2009
7. Develop outcome based headline measures that represent the results and effectiveness of the Parking Management in the areas of "available parking supply, enhancing economic development of CBDs and promoting balanced transportation system"

Responsible party: DOT
Other parties involved: CountyStat
Deadline: May 1, 2009

8. Develop an outcome based headline measure that represents the results and effectiveness of the DOT's Street Lighting and Sidewalk program

Responsible party: DOT
Other parties involved: CountyStat
Deadline: May 1, 2009

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer